

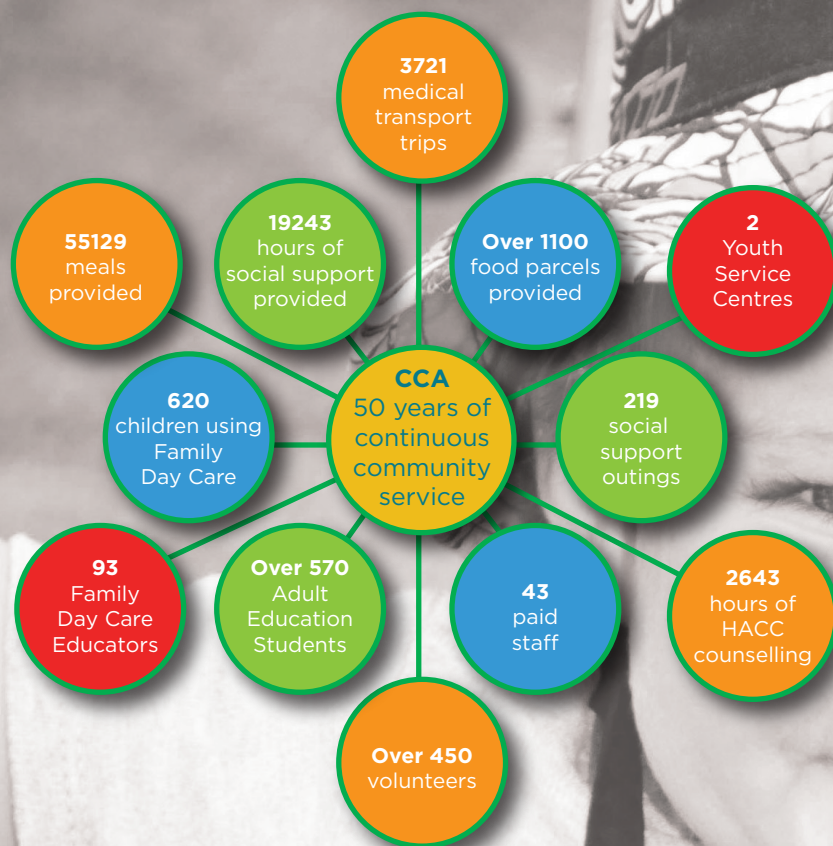
# CHRISTIAN COMMUNITY AID ANNUAL REPORT 2015



**ENABLING  
BETTER LIVES**



# ABOUT CCA



## OUR BOARD



**Michael Lum**  
Vice President



**Susan Thompson**  
Vice President



**Vahe Hamparian**  
Treasurer



**Stephen Kemp**  
Secretary



**Peter Garrard**  
Board Member



**Angela Peverall**  
Board Member

## MISSION STATEMENT

Christian Community Aid takes a holistic approach, providing local services that address the needs of people in the community.

## VISION STATEMENT

We engage with the community to enable better lives.





**Charles Kilby**  
President

## PRESIDENT'S REPORT

Our 50th Anniversary celebrations are well underway and have been a great success to date. The planning of multiple events has resulted in great exposure in local media, raising our profile amongst the broader community.

The special events started with a Thanksgiving Service and High Tea and more recently a Benefit Concert starring Baritone singer James Martin and organised by his family. CCA also hosted an evening event attended by the Ryde Macquarie Park Chamber of Commerce and the Ryde Business Forum and supported by the Rotary Club of Epping. This red carpet event was well supported by the local business communities and CCA is grateful for their support. Our 50th celebrations continue with planning for our annual Trivia Night well underway.

Sincere thanks to my fellow Board members for their dedication and teamwork during the year. The detailed discussion and deliberation of issues at our monthly (and sometimes lengthy) board meetings ensures all decisions are made thoughtfully based on comprehensive information to achieve the best possible outcomes for the community.

I give particular praise and thanks to Matthew Inman for his commitment to CCA during a very difficult time of ill health. Matthew has decided not to stand for re-election at the AGM this year and we pray for him and his family during this difficult time.

Thank you to our Treasurer, Vahe Hamparian, for the enormous amount of detailed analysis of our financials allowing the Board to easily comprehend the financial situation which assists our decision making processes.



**Matthew Inman**  
Board Member

## RECOGNITION OF COUNTRY

CCA acknowledges the traditional owners of the land on which we live and work as the first people of this country. We pay our respects to all Aboriginal and Torres Strait Islander communities and to their elders, past and present.

In addition to the monthly Board meetings, the two Vice-Presidents and I attend monthly Senior Management meetings. I thank Susan Thompson and Michael Lum for their regular attendance and the vital contributions they make towards actioning CCA's strategic direction plus addressing the issues that may arise.

Many thanks also to our other Board members. To Stephen Kemp for his diligence as CCA's Secretary, providing accurate records and ensuring regulatory compliance. To Angela Peverell for her professional business skills and unwavering faith in all things CCA and to Peter Garrard for his wisdom, experience and his ability to drill down into issues, often sparking robust discussions.

The Board is united in its approach to the betterment of CCA. We are committed to our mission of a holistic approach that addresses the needs of our local community. I congratulate the Board on their teamwork and their ability to operate on the highest level of professionalism.

Our General Manager, Heather Pinto, and her management team have performed a magnificent job once again of running CCA on a shoe-string budget whilst ensuring maximum return is achieved. CCA's careful stewardship of every single dollar spent, coupled with the multiplier effect of our army of volunteers allows us to provide more services and programs than would be otherwise possible as we strive to meet the growing demand locally for community services. Heather has also been instrumental in getting the message out that, as Government funding is withdrawn, CCA needs the support of local people and businesses more than ever.

I thank our dedicated 47 staff members and also the generosity of 453 volunteers, who selflessly work to deliver many vital services. I also thank our members for their unwavering support. CCA would not exist without our financial backers and I thank all of them: private donors; local business sponsors; churches, local Rotary, Lions clubs and RSL clubs; other local clubs and organisations; local councils and the State and Federal Governments for supporting CCA and positioning us to take our great community organisation into the future.

Lack of space continues to be a challenge for CCA and we are now working closely with City of Ryde Council on a long term solution to this issue.

There are many challenges facing us in the immediate future. However, I am confident that our solid financial position, professional governance, proactive management, dedicated staff and volunteers and the faith of our members will keep us in a strong position and continue enable CCA to meet the needs of our community.

Charles Kilby







**Heather Pinto**  
General Manager

# GENERAL MANAGER'S REPORT

My report to you this year is one of celebration, thanks, hope and support for your generosity and good will.

2015 has been a year of great celebrations for Christian Community Aid (CCA). It completes a wonderful milestone in the history of the organisation – 50 years of service to the community and I am proud to be a part of this organisation.

In March 2015 we gathered to acknowledge and thank the community for their contribution to the work of CCA. It was a time to reflect the past and also a time of resolve for the future. Andrew Williams, General Secretary of the Uniting Church and a former President of CCA, shared beautiful sentiments of hope and care for the organization to keep moving forward doing what we do best - supporting and keeping the community safe.

This was a timely message. In December 2014, CCA received extensive cuts in Federal Funding affecting three major programs - Financial Counselling, Emergency Relief and Settlement Services. CCA's capacity to deliver vital services to the community will be compromised due to these funding cuts. We are proactively exploring other support options for the community.

Over the past few years it has become quite evident that Eastwood and its surrounding areas on the surface appear to be affluent. However, like much of Sydney there is still inequality, poverty, families, pensioners, people living on the margins with disadvantaged and vulnerable people who cannot get their needs met without assistance. CCA provides a safety net to those in need amongst us.



*"I have fallen on hard times since the children's father suicide death five years ago. I also suffer from depression. Due to renting we have had to move three times recently which has been an enormous financial strain on my credit card and unsettling of our family unit. I work between school drop off and pick up five days a week and until the children are all in high school, it will be a struggle to maintain the high cost of basic living.*

*I feel so much more secure in knowing I can talk to you about any issues I have and where you may be able to assist which at the end of the day, takes a major stress off me to be a happier mum for my three children and give them the most "normal" day to day life I can."*  
Email from CCA client

CCA depends on the support of the entire community, individuals, churches, businesses and various social clubs. We cannot provide services without the generous support of people like you. Every dollar counts. I ask you to please encourage your friends and contacts to choose CCA as their preferred local charity. All donations over \$2 are tax deductible.

Please help CCA to reach out to those in need.

I thank the Board, staff and volunteers for their commitment, dedication and belief in my leadership as CCA embarks on the next 50 years of service to the community.

- Heather Pinto





# FAMILY DAY CARE

Over the past year Family Day Care (FDC) has implemented a programme within the service specifically aimed at assisting children with additional needs and their inclusion in FDC. We currently have several children in care with a variety of diagnosed special needs ranging from Down Syndrome to Global Developmental Delay and Autism. There are also many more children with speech delays and minor physical development delays.

Many of these children are from Culturally and Linguistically Different (CALD) backgrounds and have limited access to Government subsidized services for their children. Even if they are able to access these services the pathways are often complex and confusing for the family with wait list periods many months long.

One of our field staff has taken on the additional role of Special Needs Coordinator. This role involves identifying children with additional needs and then working with the child's Educator and the family. They work together to develop learning plans, create referral pathways, provide appropriate activities and equipment for the child and liaise with any specialist therapists the child may be visiting outside the care environment.

The service has also been successful in creating a partnership with STaR Association. FDC will receive a training package and ongoing mentoring focusing on including children with additional needs into FDC and also supporting the families of these children. STaR will provide training for a group of 30 Educators and our Special Needs Coordinator will benefit from mentoring via a "train the trainer" model. This model aims to facilitate ongoing support for FDC Educators who care for a child with additional needs.

Our aim for the coming year is to further enable access to specialist therapist services for children currently in care and to support their families in making informed decisions regarding the future further education of their children.



# YOUTH SERVICES

It has been a big year for our Youth Service. In November 2014, CCA employed a full time Youth Co-ordinator. Together with the part time Youth Worker there are now also increasing numbers of volunteers supporting local youth. This has enabled expansion of our Youth programs with additional programs and activities being delivered at our two locations: The Shack in Epping and Our Space in Eastwood. Our Space is an integrated service model for youth with CCA being one of three local organisations working in partnership with Ryde City Council. WiFi has been installed at The Shack to optimise support for youth with their school work. Youth activities are generally free of charge except for some activities in the School Holiday programs.

The number of youth accessing our Youth service has steadily increased over the last twelve months from around 150 - 200 per month to almost 300 in recent months. Over 200 youth attended psychologist appointments through our counselling service with 260 youth utilising homework support sessions and 178 enjoying the various offerings of the School Holiday programs.

Youth Service programs have included homework support at Epping library and Our Space, "drop in" afternoons at both venues, cooking activities, a newly formed Young Parents group, BBQ's, Youth Week activities, spray art, music and hip hop and a CALD Grandparent group runs fortnightly at Our Space. Activities in School Holidays are diverse: table tennis, tennis, art and craft, fitness, jewellery making, printing, cooking, film making, Surf Rider, recycled art and movies - to name a few!

The main issues identified by our service are Youth Mental Health, support of school work and social inclusion - we are providing a safe "drop in" venue for Youth to be with others.

# HOME AND COMMUNITY CARE

There are many changes ahead for aged care and disability services. CCA has been busy preparing for these changes to ensure we are in a strong position to meet the challenges ahead.

One starting point has been confirming we meet all legislative requirements. We have undergone audits by the Food Safety Authority, the National Disability Service and the Department of Social Services Aged Care Quality Agency. CCA has met all our compliance requirements. We have also identified further changes to action which will strengthen our service provision.

With financial support from Epping-Eastwood Lions and Bendigo Bank CCA modified one of our buses for wheelchair access. It was officially launched at a Social Inclusion event last November which was strongly supported by Ryde Council. It was a great day that gave the community the chance to see what we do, meet our staff and check out the new bus!

This year we have added a new monthly outing which ventures to destinations that our clients would find difficult to visit otherwise. The Christmas Lights tour in December was very popular. The Vivid Festival was a drawcard for the clients who travelled by ferry accompanied by some energetic volunteers and a staff member.

The Linen Program is another new initiative undertaken this year. This service helps people to remain in their own home by changing their sheets, pillowcases and towels with freshly laundered ones each fortnight. Many clients are in need of this service, demand is high and encouragingly this service is covering its costs.

So what of the future and the anticipated changes it is bringing? Some of the changes seem to be exciting whilst uncertainty around others, continual funding changes is one example, are viewed with trepidation. The staff are working hard to ensure we deliver the best quality services that are responsive to the needs of the communities we serve.

# COMMUNITY SETTLEMENT SERVICES

Community Settlement Services is a support program for newly arrived migrants and refugees providing casework, advocacy, referral and groups. Multi-lingual staff provide casework sessions, service delivery and the development of groups.

Over 100 clients accessed the service through direct face-to-face casework. Key presenting issues included housing, employment and job search skills. English classes taught by a team of volunteer tutors are held each week during school terms in Eastwood and Macquarie Park. The Korean Women's group meets weekly in West Ryde whilst the Iranian and Chinese groups meet fortnightly. Ten information sessions were held with these groups covering various topics including money management and Legal Aid. The Rainbow Group is a joint group comprising Iranian, Chinese and Korean members providing the opportunity for collaborative work and shared learning experiences.

Each year the Community Settlement Program is successful in gaining volunteers for CCA. These volunteers assist with administration, tutoring and interpreting.

Community Settlement Services staff have actively represented the program at interagency meetings and multicultural events such as Harmony Day. They also worked on a Community Services Information booklet for newly arrived migrants and refugees.





# NO INTEREST LOANS SCHEME

CCA's No Interest Loan Scheme (NILS) continues to provide assistance to low income people within the community, enabling them to purchase items which would otherwise be unaffordable.

Over the past year 15 loans were approved for a range of items including refrigerators, washing machines, a bedroom suite, CTP green slips and funds towards a mobility scooter. All these items improved the lives of the recipients by not only providing essentials for their daily living but also, in some cases, enabling social inclusion and independence.

Here is just one NILS story:

*A local referral source introduced a client to CCA. This client had recently obtained Department of Housing accommodation in the area. Prior to moving into this accommodation the client was homeless due to a change in his circumstances. Local charities had given him various items of furniture but he still needed a washing machine and was doing his washing by hand. CCA NILS was able to provide funds for this purchase and through a buying program arranged by Good Shepherd Microfinance we were able to ensure it was purchased at a reduced price with free delivery - no more washing by hand!*



Support when you need it

# FINANCIAL COUNSELLING

The Financial Counselling (FC) team works with individuals and families experiencing financial difficulties. The team is based at West Ryde with an Outreach service at Ryde Hunters Hill Community Service. Financial Counsellors assess each individual situation and prepare detailed budgets covering possible options for each client. Financial Counsellors work on behalf of clients negotiating pathways with banks, creditors and housing.

Some statistics from our past year of service:

- 421 clients assisted;
- 1314 casework sessions;
- 69 % of clients employed, full time or part time;
- 56% of clients receiving pensions/part pension;
- 94% clients indicated that they gained increased knowledge and skills as a direct result of attending financial counselling.

The FC team undertakes Community Education aimed at raising awareness of the need for money management. The team has held talks, presentations and discussion with groups. Presentations were made to local migrant groups, Wesley supported accommodation and to youth.

Tax Help is a free community service offered for the completion of simple Tax Returns. Tax Help runs from July to October for individuals earning less than \$50,000. In 2014 over 50 clients accessed this service.

*One client's story....*

*Donna, a 61 year old widow, lives in rented accommodation. Her only source of income is a Centrelink pension. After losing her job Donna experienced difficulty finding work and has been treated for anxiety and depression. She has 3 debts, one of which is a personal loan. Donna has a hardship arrangement with one creditor that terminates soon and she is unable to make the payment on another debt. Donna has insufficient income to cover her rent. Donna met the eligibility criteria for the credit debt waiver scheme. Our Financial Counsellor assisted with this process and a full debt waiver for \$26000 was granted.*

# ADULT EDUCATION

CCA's Adult Education programs are flourishing with more than 570 community participants attending classes each week. The strength of these programs is a testament to the dedication of nearly 100 volunteer tutors. Their passion for their subjects enable CCA to offer a vast array of education choices to the community including languages, music, dance, computing, photography, games, exercise, craft and discussion groups.

We offer 2 Adult Education Programs – Chinese Leisure Learning and Leisure Learning. Classes are held 4 days of the week in different locations within the Ryde Local Government Area.

Chinese Leisure Learning is celebrating its 15th year anniversary in 2015. Enrolments this year are the highest ever with demand for places exceeding availability in some classes. The photography exhibition in August 2014 was very successful and the standard of work displayed by the students was very impressive. As well as the annual Open Day there was an additional Mini-Concert held. This gave even more students the chance to display their talents. A highlight so far in 2015 was a Cultural Exchange day with a visiting group of singers from remote regions of China. They performed at the Eastwood centre and then enjoyed lunch with our students and tutors.

Leisure Learning is enjoying its highest number of enrolments for some years and there is a very positive 'vibe' around the centres. New classes have been introduced and the Coordinator is very appreciative of the enthusiasm and support of her volunteers. This year has seen the introduction of Korean Leisure Learning classes which have proved immediately popular. The class schedule is now being translated into Korean and is being widely promoted amongst the Korean community.

# FRONT OFFICE

Our Front Office is usually the first point of contact for the community. What happens there? Well, handling things like enquiries for information, making appointments, bookings for services, requests for food parcels, administrative support for staff and volunteers and the multitude of one-off tasks that pop up in organisations! Our full-time office coordinator manages her team of volunteers to keep this sometimes hectic, and occasionally unpredictable, work environment running smoothly. Special skills are needed – not just strong administrative skills but also strength, compassion and empathy to deal with people facing challenging issues in their lives.

The distribution of food parcels is a much needed service made possible by the generosity of our community. Individuals, churches, clubs and service organisations provide the supplies of non-perishable food items to stock our food cupboard. Seasonal food drives supplement our food cupboard with fresh fruit and vegetables. The Front Office packs these food parcels as needed – around 100 are distributed each month.

Community donations also underpin the distribution of more than 120 Christmas Hampers to those in need each year. These Hampers are enabled by the generous support of the local community and the Ryde Rotary Tree of Joy. Each hamper contains a gift voucher for the use of the recipients along with special Christmas treats and a gift for each family member. It is a big job coordinating these Hampers but one that brings immense satisfaction to everyone involved.

Community transport is also organised by the Front Office volunteers. Clients are offered a door to door transport service to medical appointments and other destinations that they may not be able to reach otherwise, visiting a partner in a nursing home for example. This accessible and affordable direct service enables independence and community connections for those facing mobility challenges.



# EMERGENCY RELIEF

This free service provides material support to individuals and families in need. One part-time staff member is very ably supported by a volunteer who gives one day a week to this program. The program provides food parcels, food vouchers, assistance with utility bills (through the provision of EAPA vouchers), plus additional miscellaneous items such as financial support for costs including preschool and child care, school shoes, school excursions, medical expenses and housing costs.

Advocacy and referral are also important roles of this program. A key presenting issue over the past year has been the lack of affordable housing in the area. An example of the difficulties clients face are those people who were already struggling to pay their rent and then had a rent increase imposed. They often fall into arrears threatening their security of tenure and this has the knock-on effect of decreased ability to meet other financial commitments. The CCA workers have also assisted with issues including a lack of employment opportunities, assistance and guidance for unskilled workers, relationship breakdowns, assistance with bills and food security.

This year the program's outputs have included:

- 499 appointments
- 256 clients
- \$50,600 EAPA vouchers
- 1100 food parcels, (bags of food items)
- \$20,030 food vouchers
- \$18,443 miscellaneous costs (support for school expenses, rental arrears and medical expenses)

# VOLUNTEERS

*"...let us remember the large numbers of citizens who, day in and day out, through acts of volunteerism large and small, bring hope to so many of the world's disadvantaged. Let us ensure that this wonderful resource, available in abundance to every nation, is recognized and supported as it works towards a more prosperous and peaceful world. - Kofi Annan*

CCA gratefully acknowledges the hundreds of volunteers who work with us in partnership to support those in need in our community. Volunteers provide the equivalent efforts of 13 full time staff (25000 hrs) each year across our combined services. Without your efforts many of our services would not be possible, your efforts underpin our work with the community. The individual contributions of volunteers are collectively enabling better lives in the community. Many of our volunteers actively avoid recognition and labour unselfishly for others. We want you to know that each and every contribution, no matter how large or small is deeply appreciated.

Each of our volunteers is valued by us. Here is one person's story:

*"Immojen" has been an administrative volunteer with CCA for over three years now. Immojen has learnt the ins and outs of office administration and can handle most things that arise in the Front Office. Her steadfastness as a volunteer is underpinned by her practical skills and also by her caring and compassion for those who come seeking assistance.*

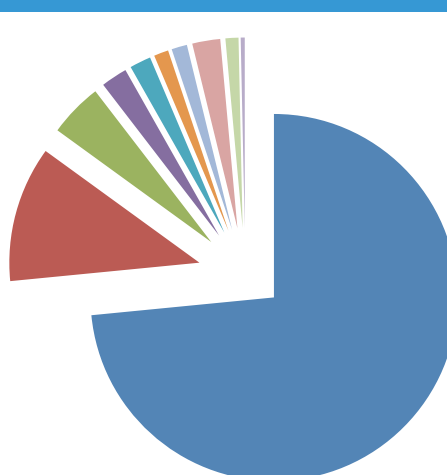
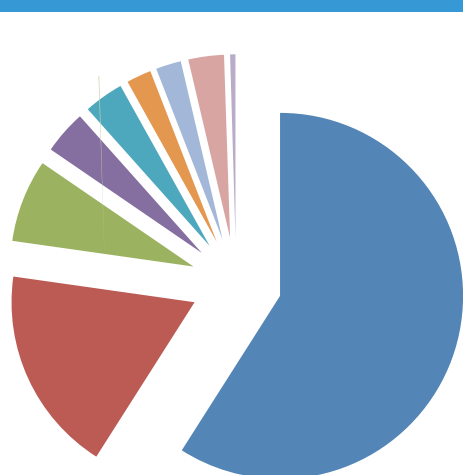
*"I love it," Immojen says. "I've have learnt so much and feel valued. It has helped my self-esteem, I feel like part of a family. It is a lovely group of people and I feel that they are genuinely interested in me."*

Immojen has gained many skills over the past three years and now often assists by providing back up when office staff are sick or on leave. Immojen's self-confidence has grown along with her abilities and she is now an integral part of the CCA office team.

# FINANCIALS

INCOME	\$	%
1. Government Grants	1,627,672	59
2. Parent Levy	502,562	18.2
3. Meal Receipts	201,634	7.3
4. Donations	106,241	3.9
5. Course Fees	96,552	3.5
6. Transport Receipts	60,357	2.2
7. Interest Income	61,554	2.2
8. Childcare Income	86,596	3.1
9. Fund Raising	1,734	0.1
10. Other Income	12,892	0.5
<b>TOTAL INCOME</b>	<b>2,757,794</b>	<b>100</b>

EXPENSES	\$	%
1. Employment Costs	1,975,405	73.4
2. Program Expenses	310,429	11.5
3. Facility Expenses	123,021	4.6
4. Transport Expenses	60,120	2.2
5. General Expenses	49,854	1.9
6. Telecommunications	33,332	1.2
7. Professional Fees	35,557	1.3
8. Technology Expenses	63,907	2.4
9. Voluntary Expenses	29,681	1.1
10. Marketing Expenses	9,216	0.3
<b>TOTAL EXPENSES</b>	<b>2,690,522</b>	<b>100</b>



# ACKNOWLEDGEMENTS

The Board, members, staff and volunteers of Christian Community Aid express our sincere appreciation and gratitude to the organisations and individuals who enable our continuing provision of service to the Community. Support is offered in a variety of ways including financial (grants, donations, sponsorship) and material (food donations, vouchers, labour, time, etc.).

## Funding Bodies

Department of Social Services (Commonwealth) / Department of Family and Community Services (NSW) / Community Building Partnership Grants (NSW) / Department of Education (Commonwealth) / National Disability Services / Parramatta Council / Ryde Council

## Churches

Eastwood Baptist Church / Eastwood Uniting Church / Eastwood Uniting Church Musical Society / Epping Baptist Church / Epping Church of Christ / Epping Uniting Church / Kenthurst Uniting Church / Macquarie Anglican Church, Eastwood / Marsden Road Congregation / Marsden Road Uniting Church / Ryde Congregational Church / Ryde Uniting Church / St Aidan's Anglican Church Epping / St Mark's Lutheran Church Epping / The Anglican Parish of St Albans, Epping / West Epping Uniting Church / West Epping Uniting Church Ladies Fellowship / West Ryde Baptist Church / West Ryde Baptist Church Friendship Club

## Organisations

Allan Walker Village, Carlingford / An Apple a Day West Ryde / Australian Chinese Cultural Foundation / Bendigo Bank, Epping / Better Homes Realty / Cale Property Agents, Eastwood / Clubs NSW, Northern Metropolitan Region / Country Women's Association, Eastwood-Epping Branch / Eastwood Evening Garden Club / Eastwood Patchwork Quilters / Eastwood Public School / Eastwood Rotary Club / Epping Boys High School / Epping Creative Machine Knitters / Epping Eastwood Lions Club / Epping Ladies Probus / Epping Rotary Club / Epping West Ladies Probus / Ermington Public School / Korean Women's Group / Liv-Better Foundation / Macquarie Park Chamber of Commerce / Melongrana Business Services / National Seniors Association, Macquarie Branch / Probus Club, Eastwood / Ryde Business Forum / Ryde City Combined Probus Club / Ryde Eastwood Leagues Club / Ryde Hospital Pink Ladies / Ryde Ladies Probus Club / Ryde Parramatta Golf Club / Ryde Rotary Club / Spirit of Sydney Chorus Community Choir / Sydney Cake Decorating Guild / The Epping Club / West Epping Trefoil Guild / West Ryde Hotel / Yuhu Property (Aus.)